

**Q: I am unable to generate a Certificate of Clean Hands through the automated system. What do I do?**

A: Contact us at **(202) 724-5045**—we are happy to help!

**Q: My business is a disregarded entity and reports its income under a parent entity; how do I ensure that this information is captured correctly to avoid problems with obtaining a Certificate of Clean Hands?**

A: Be sure that all schedules are complete when submitting return information for a parent entity — Schedule K allows you to list all disregarded entities for which income is reported. If you have questions or concerns regarding complex business structures, please contact us.

**Q: For how long is a Certificate of Clean Hands valid?**

A: A Certificate of Clean Hands can be validated in real-time by using our system at [MyTax.DC.gov](https://MyTax.DC.gov). As such, the certificates do not expire. However, the agency or entity that has requested you to provide the certificate may have their own requirements regarding when a certificate must be requested.

**Q: I do not have a taxpayer identification number (ITIN, SSN, or FEIN). How can I request a Certificate of Clean Hands?**

A: An ITIN is required to generate a Certificate of Clean Hands online. If you need assistance obtaining an ITIN, please contact the IRS at [www.irs.gov/individuals/how-do-i-apply-for-an-itin](https://www.irs.gov/individuals/how-do-i-apply-for-an-itin).

## E-SERVICES UNIT

(For technical assistance with the MyTax portal.)

☎ (202) 759-1946

✉ [e-services.otr@dc.gov](mailto:e-services.otr@dc.gov)

If you are logged into your MyTax account, you can send a webmail message to e-Services directly from the portal.

## CLEAN HANDS INQUIRIES

- Specific clean hands inquiries can be emailed to [Cleanhands.cert@dc.gov](mailto:Cleanhands.cert@dc.gov)
- For additional information, please contact OTR's Compliance Administration, Collections Division at **(202) 724-5045** or email [CleanHands.cert@dc.gov](mailto:CleanHands.cert@dc.gov).

Government of the District of Columbia



# Certificate of Clean Hands



**YOUR VOICE AT OTR!**

## What is a Certificate of Clean Hands?

A Certificate of Clean Hands may be required to obtain a business license, a grant, a contract or other goods or services from the District. However, District law provides that if a debt is owed to the District of Columbia of more than \$100.00 and/or if an individual or entity has failed to file required District returns, then those individuals or businesses are not entitled to a Certificate of Clean Hands.

## How do I obtain a Certificate of Clean Hands?

Obtaining a Certificate of Clean Hands is as easy as 1-2-3!

### DC Residents:

1. Log in or create a MyTax.DC.gov account
2. Click "Request a Certificate of Clean Hands" to confirm or complete required information
3. If you are in compliance, a Certificate of Clean Hands will be generated instantly!

### Non-DC Residents:

1. From [www.MyTax.DC.gov](http://www.MyTax.DC.gov), without logging in, click on "Request Certificate of Clean Hands" under the "Business" tab on the homepage and follow the prompts.

If you are not a resident of the District, and you do not have a Social Security Number (SSN), you will need an Individual Taxpayer Identification Number (ITIN). The IRS issues ITINs to individuals who are required to have a U.S. taxpayer identification number but who do not have, and are not eligible to obtain an SSN. If you are in need of an ITIN, please see link [How do I apply for an ITIN? | Internal Revenue Service \(irs.gov\)](#).

### Business Tax Compliance Checklist:

- ☐ Did you register by submitting a completed Form FR-500 on MyTax.DC.gov?
- ☐ If you owe a liability over \$100, is it part of an established payment agreement?
  - Payment agreements can be set up on MyTax.DC.gov or by calling the Collections Division at (202) 724-5045.
- ☐ Have you filed all required returns?
- ☐ Have all returns and payments posted to your account?
  - All businesses are required to file Personal Property Tax returns unless they are exempt entities
  - If a business has taxable sales in the District, a Sales and Use Tax return is required even if the sales reported are \$0

### SCAN ME

For more information!



## D.C. Code § 47-2862

The District of Columbia's "Clean Hands" Mandate stipulates that individuals and businesses are to be denied City goods or services (e.g. licenses, permits, grants, contracts) if there is a debt owed to the District of Columbia of more than \$100.00 for fees, fines, taxes, or penalties; and/or the taxpayer has failed to file required District returns.

## What can I do on MyTax.DC.gov?

### NON-LOGIN OPTIONS

- Register a business (FR-500)
- Request a Certificate of Clean Hands for a non-DC resident
- Request an exemption

### LOG IN OPTIONS

- Request a Certificate of Clean Hands for a DC resident
- Establish a payment agreement
- Send secure messages
- Update your personal or business information
- Add or change officers
- Request a refund
- Request a penalty waiver
- View letters sent by OTR